

WHAT IS CLAIMED IS:

1 1. A control system for use with a
2 communication facility including terminal apparatus for
3 individual callers, said terminal apparatus including
4 voice communication means and digital input means as an
5 array of alphabetic numeric buttons for providing
6 identification and statistical data, said control
7 system comprising:

8 interface means coupled to said communication
9 facility to interface said terminal apparatus for voice
10 and digital communication and including means to
11 provide digital signal values from signals
12 representative of identification and statistical data
13 developed by said digital input means;

14 voice organization means coupled to said
15 interface means for prompting a caller at a terminal
16 apparatus active to provide data representative of
17 identification and statistical information;

18 means for assigning designations to callers
19 in response to said identification and statistical
20 data;

21 record means for initiating a file and
22 storing said designations in relationship with said
23 representative identification and statistical data for
24 specific callers; and

25 analysis means for processing said data
26 further.

1 2. A system according to claim 1 wherein
2 said analysis means comprises means for preparing mail
3 order data.

1 3. A system according to claim 2 wherein
2 said analysis means comprises means for preparing mail
3 order data in subset batch form.

1 4. A system according to claim 1 wherein
2 said analysis means comprises means for isolating
3 select data as a subset with predetermined similarity.

1 5. A system according to claim 1 wherein
2 said means for processing includes statistical analysis
3 means for receiving data as it is established
4 externally and correlating said established data with
5 said statistical data to isolate select identification
6 data for select of said callers.

1 6. A control system according to claim 1
2 further including manual terminal means and control
3 means for actuating said manual terminal means.

1 7. A control system according to claim 6
2 wherein said means for actuating is responsive to a
3 signal generated at one of said terminal apparatus.

1 8. A control system according to claim 6
2 further including look-up means for actuating said
3 voice organization means to confirm said identification
4 or statistical data by vocal response.

1 9. A control system according to claim 6
2 further including manual terminal means and control
3 means for actuating said manual terminal means.

1 10. A control system according to claim 6
2 further including look-up means for actuating said
3 voice organization means to confirm said identification
4 or statistical data by vocal response.

1 11. A control system according to claim 6
2 further including manual terminal means and control
3 means for actuating said manual terminal means and
4 buffer register means for providing data to said manual
5 terminal means as received prior to actuating said
6 manual terminal means.

1 12. A system according to claim 1 wherein
2 said means to interface said terminals includes a tone
3 decoder for providing digital values responsive to
4 telephonic tones.

1 13. A system according to claim 1 wherein
2 said record means includes means for testing said data
3 provided by a caller preliminary to storing.

1 14. A system according to claim 1 wherein
2 said means for assigning unique designations to callers
3 includes means to test said data provided by a caller
4 preliminary to assigning a designation.

1 15. A system according to claim 1 wherein
2 said statistical analysis means comprises comparison
3 means for comparing statistical data of said callers
4 with established data to detect coincidence.

1 16. A system according to claim 1 wherein
2 said record means comprises a multiplicity of storage
3 cells, means for accessing said cells in a
4 predetermined order, and means for assigning said
5 unique designations in accordance with said order.

1 17. A system according to claim 1 wherein
2 said identification information comprises a credit card
3 number and said control system includes means for
4 verifying said credit card number.

1 18. A system according to claim 1 wherein
2 said identification information comprises a personal
3 identification number and said control system includes
4 means for verifying said personal identification
5 number.

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